



Amendments to the Claims

Please replace the original claim set with the following replacement claim set.

1. (Currently Amended) A method for communicating with a technician at a customer service location in a telecommunications system, ~~said~~ the method comprising the steps of:

~~generating~~ receiving an electronic message ~~in from~~ from an administration system to a technician access device at a technician server operatively associated with the administration system;

receiving a request for access to the message from the access device;

verifying a first occurrence of access within a time period; and

transmitting said-generated the received electronic message to the access device for display at the customer service location. from said-administration system through a technician server operatively associated with said administration system; and,

displaying said-generated electronic message on a screen display adapted for viewing with an access device of said technician at said customer service location.

2 - 3. (Cancelled)

4. (Currently Amended) The method of Claim 3 1, further comprising displaying said the electronic message on said a screen display if ~~said-accessing step occurs for a first time~~ the access is verified as the first occurrence in said the time period.

5. (Currently Amended) The method of Claim 3 1, further comprising not displaying said the electronic message on said a screen display if ~~said-accessing step occurs for~~ the access is verified as a second or subsequent time in ~~said the~~ the time period.

6. (Currently Amended) The method of Claim 1, further comprising sending said the electronic message to an output device.

7. (Original) The method of Claim 1, further comprising retrieving at least one previously generated electronic message.

8. (Currently Amended) The method of Claim 1, wherein ~~said~~ the electronic message includes at least a first portion and a second portion.

9. (Currently Amended) The method of Claim 8, further comprising customizing at least one of ~~said~~ the portions of ~~said~~ the electronic message for displaying ~~said~~ the customized portion to at least one ~~of said~~ technician[[s]].

10. (Currently Amended) The method of Claim 9, further comprising identifying a profile characteristic stored in ~~said~~ the administration system in connection with customizing at least one of ~~said~~ the portions.

11. (Currently Amended) A system for communicating with a technician at a customer service location in a telecommunications system, ~~said~~ the system comprising:
an administration system configured for generating at least one electronic message;

a technician server operatively associated with ~~said~~ the administration system, ~~said~~ the technician server configured for receiving ~~said~~ the generated electronic message; and,

a screen display adapted for receiving ~~said~~ the generated electronic message from ~~said~~ the technician server and displaying ~~said~~ the electronic message for viewing on an access device of ~~said~~ the technician at ~~said~~ the customer service location.

12. (Currently Amended) The system of Claim 11, further comprising at least one output device operatively associated with ~~said~~ the access device and configured for receiving ~~said~~ the displayed electronic message.

13. (Currently Amended) The system of Claim 11, wherein ~~said~~ the administration system includes a database having at least one profile characteristic stored thereon.

14. (Currently Amended) A computer-readable medium containing instructions for assisting a computer system to perform a method for communicating with a technician at a customer service location in a telecommunications system, ~~said~~ the method comprising ~~the steps of:~~

~~generating~~ receiving an electronic message ~~in~~ from an administration system to a technician access device at a technician server operatively associated with the administration system;

receiving a request for access to the message from the access device;

verifying a first occurrence of access within a time period; and

transmitting ~~said-generated~~ the received electronic message to the access device for display at the customer service location

from ~~said administration system through a technician server operatively associated with said administration system; and,~~

displaying ~~said-generated electronic message on a screen display adapted for viewing with an access device of said technician at said customer service location.~~

15. (Cancelled)

16. (Currently Amended) The medium of Claim ~~15~~ 14, further comprising displaying ~~said~~ the electronic message on ~~said~~ a screen display if ~~said-accessing step occurs for a~~ the access is verified as the first time occurrence in ~~said~~ the time period.

17. (Currently Amended) The medium of Claim ~~15~~ 14, further comprising not displaying ~~said~~ the electronic message on ~~said~~ a screen display if ~~said-accessing step occurs for~~ the access is verified as a second or subsequent time in ~~said~~ the time period.

18. (Currently Amended) The medium of Claim 14, wherein ~~said~~ the electronic message includes at least a first portion and a second portion.

19. (Currently Amended) The medium of Claim 14, further comprising customizing at least one of ~~said~~ the portions of ~~said~~ the electronic message for displaying ~~said~~ the customized portion to at least one of ~~said technicians~~ technician.

20. (Currently Amended) The medium of Claim 19, further comprising identifying a profile characteristic stored in ~~said~~ the administration system in connection with customizing at least one of ~~said~~ the portions.

21. (Currently Amended) A system for communicating with a technician at a customer service location in a telecommunications system, ~~said~~ the system comprising:

means for ~~generating~~ receiving an electronic message from an administration system to a technician access device at a technician server operatively associated with said administration system;

means for receiving a request for access to the message from the access device;

verifying a first occurrence of access within a time period; and

means for transmitting ~~said-generated~~ the received electronic message to the access device for display at the customer service location from ~~said-generating means to a server means operatively associated with said-generating means; and,~~

~~means for displaying said-generated electronic message, said means for displaying adapted for receiving said electronic message from said server means.~~

22. (Currently Amended) The system of Claim 21, further comprising means for outputting ~~said~~ the displayed electronic message.

23. (Original) The system of Claim 21, further comprising means for retrieving at least one previously generated electronic message.

24. (Currently Amended) The system of Claim 21, wherein ~~said~~ the electronic message includes at least a first portion and a second portion.

25. (Currently Amended) The system of Claim 24, further comprising means for customizing at least one of ~~said~~ the portions of ~~said~~ the electronic message.

26. (Currently Amended) The system of Claim 25, further comprising means for displaying ~~said~~ the customized portion to at least one ~~of said technicians~~ technician.

27. (Currently Amended) The system of Claim 25, further comprising means for identifying a profile characteristic stored in ~~said generating means~~ the administration system, ~~said generating means~~ the administration system being operatively associated with ~~said~~ the means for customizing at least a portion of ~~said~~ the electronic message.

28. (Currently Amended) The system of Claim 21, further comprising means for dismissing ~~said~~ the displayed electronic message.

29. (New) A method for communicating with a technician at a customer service location in a telecommunications system, the method comprising:
receiving access for a technician server for receiving an electronic message from an administration system operatively associated with the technician server;
receiving the electronic message if access occurs for a first time within a predetermined time period; and
communicating the message to an output device.

30. (New) The method of Claim 29, further comprising not receiving the electronic message if the access occurs for a second or subsequent time in the time period.

31. (New) The method of Claim 29, wherein the output device comprises a displaying screen.

32. (New) The method of Claim 29, wherein the electronic message includes at least a first portion and a second portion.

33. (New) The method of Claim 32, further comprising customizing at least one of the portions of the electronic message for displaying the customized portion to at least one technician.

34. (New) The method of Claim 33, further comprising identifying a profile characteristic stored in the administration system in connection with customizing at least one of the portions.